

Web Leads monthly meeting

October 29, 2025

Welcome and kickoff

Marcy Jacobs - marcy.jacobs@maryland.gov

Agenda

- Accessibility Update
- Maryland.gov Redesign Progress
- Agency Site Migration Updates
- Maryland Drupal Theme Design Preview
- Managing Content in Drupal
- Spotlights:
 - New DoIT website

MDDS / DoIT Presenters

- Marcy Jacobs: DoIT Dep. Sec., CDXO
- Andrew Drummond: Dir., Accessibility
- Elizabeth Hunt: Sr. Service Designer
- Hilary Shutak: MEWS Pgm. Mgr.
- Andrew White: Information Architect
- Bao-Tran Nguyen: UX Designer

Guest Presenters

- Lullabot:
 - Laura Donelan: Sr. Technical Proj. Mgr.
 - Brenna Love: Sr. Technical Proj. Mgr.

Accessibility update

Andrew Drummond - andrew.drummond2@maryland.gov

Agencies are responsible for the accessibility of their content.

Your agency (and the state) could be sued for inaccessible content after 4/24/26.
Start with removing as many files as possible that are no longer helpful or relevant.

ADA Title II: Agency Compliance Timeline (1 of 4)

November 2025

- By the end of the month, you should have completed your ROT analysis and started to cull **AT LEAST 80%** of documents within your domain.
- Please be sure to follow any record-keeping policy that is in effect within your unit of government.
- Asynchronous training should be completed by staff through Workday Learning.

ADA Title II: Agency Compliance Timeline (2 of 4)

December 2025

- By the end of the month, all transactional documents should have been identified.
- In-person or virtual staff training provided by either OoA or MDoD should be requested and completed which is focused on more complex PDFs.
- PDF remediation of the transactional documents should begin.
- Create an archive on your site (if needed) and move applicable documents.

ADA Title II: Agency Compliance Timeline (3 of 4)

January - March 2026

- This period will be all hands on-deck to focus on remediating transactional documents.
- Afterwards remediate inaccessible conventional documents not part of the archive section.

Early April 2026

- The Archive section of your website should go into production.

ADA Title II: Agency Compliance Timeline (4 of 4)

April 24th, 2026 and Beyond

- ***No new bad*** – absolutely no new inaccessible documents should be uploaded to your site.
- Anything sent to DoIT Web Services team for posting must be accessible when sent (or it will be sent back).
- Continue to remediate current conventional documents until at least 97% are made accessible.
- All new staff joining your agency who will be creating electronic documents, must receive accessibility training.

Maryland.gov Redesign Update

elizabeth.hunt1@maryland.gov

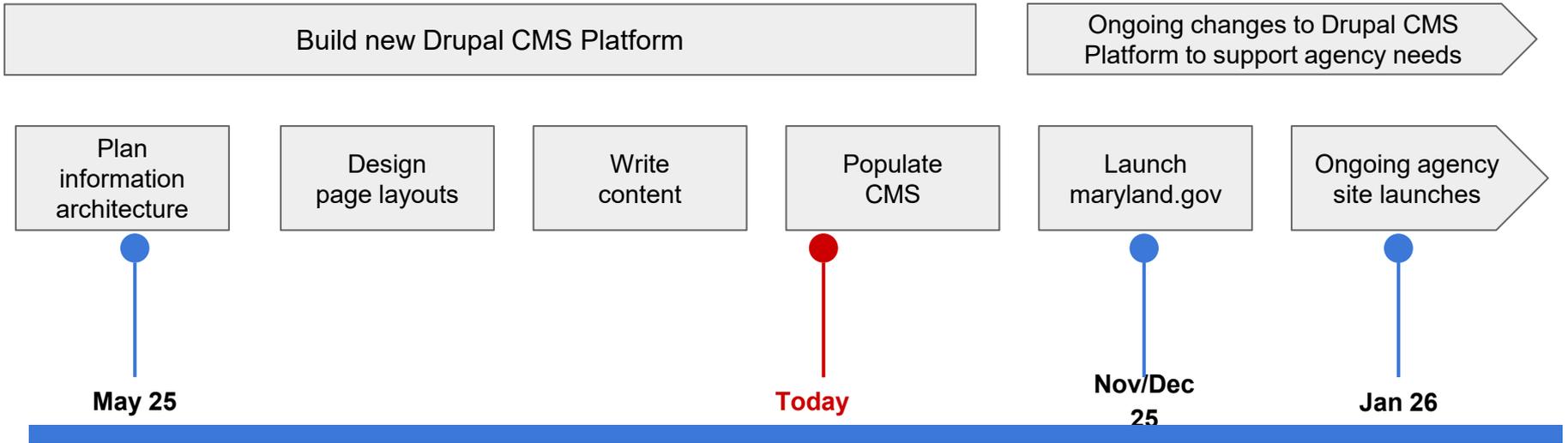
Recap - goals and objectives

The new Maryland.gov website will promote the State's top resources and give visitors new ways to get to your agency websites.

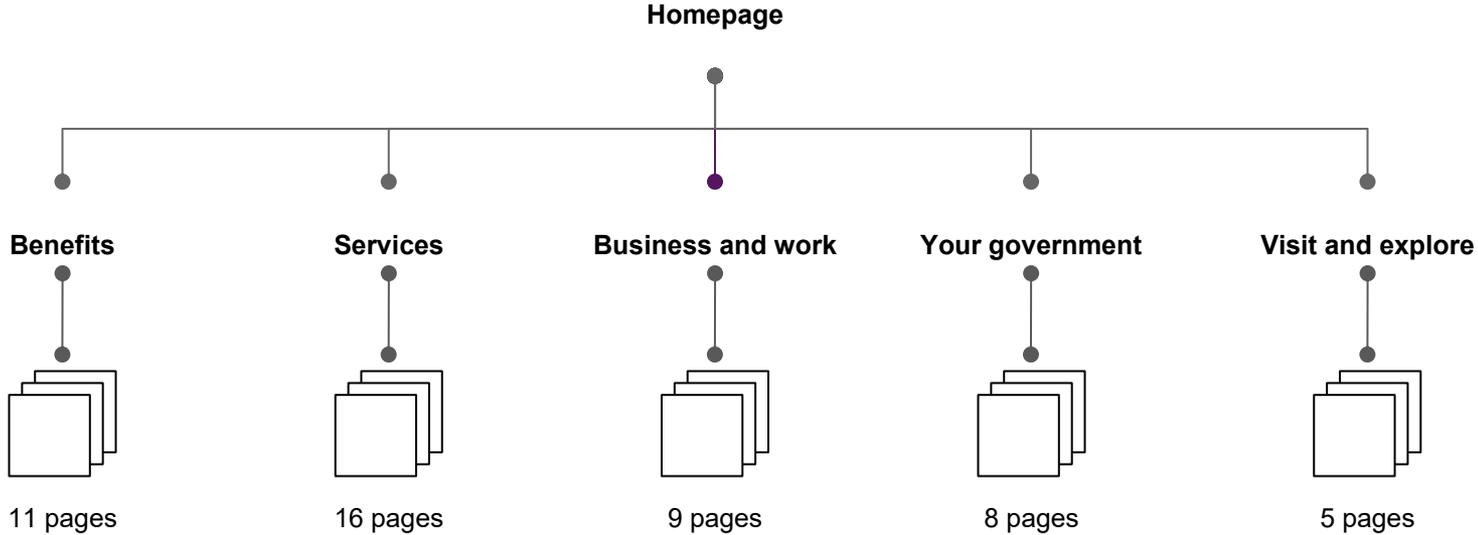
The new site will:

- Highlight the most visited, highest priority, and highest impact resources
- Provide links to agency websites, so people can find additional information your agency offers

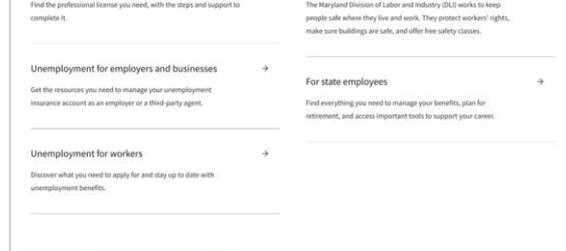
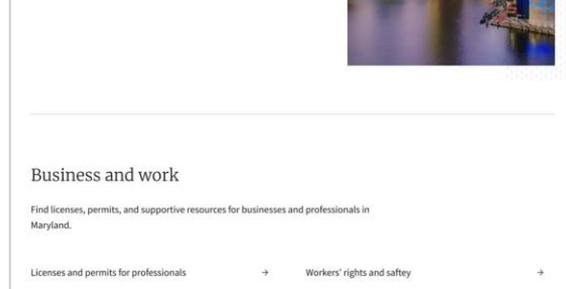
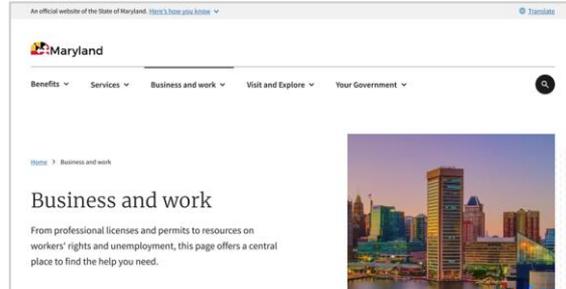
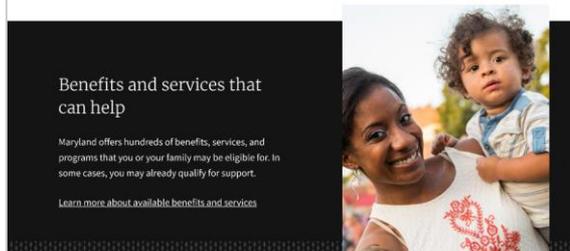
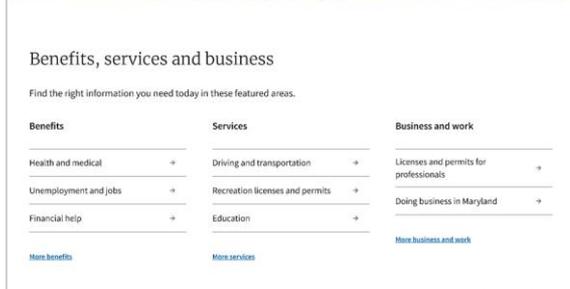
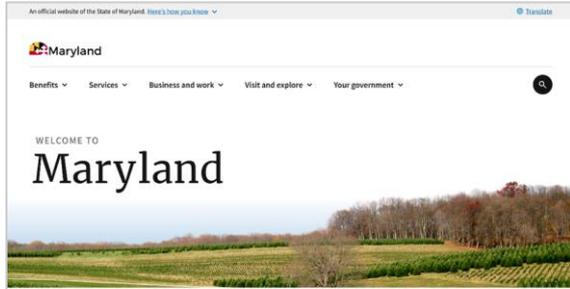
Progress



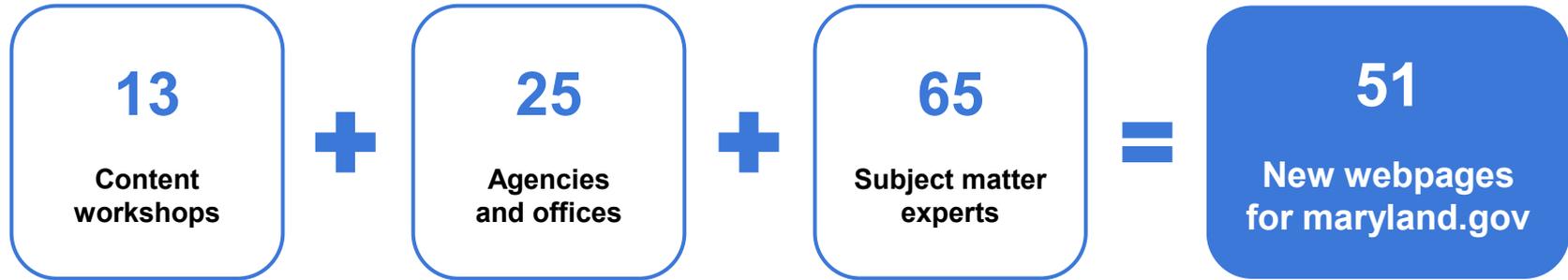
How the new Maryland.gov will be organized



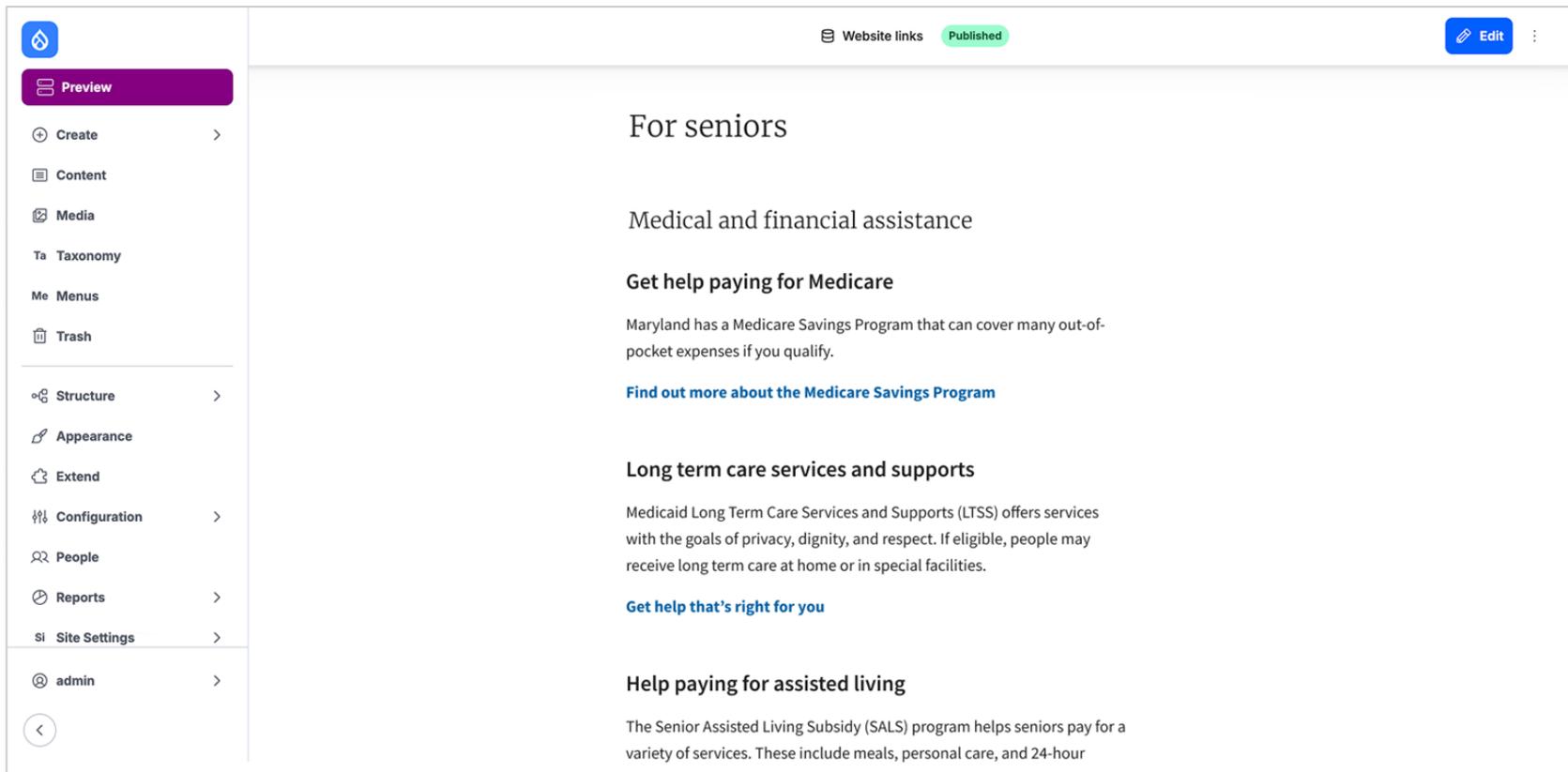
Page layouts - finalized



Webpage content - finalized



Creating CMS themes and populating webpage content



The screenshot displays a CMS interface. On the left is a sidebar with a purple 'Preview' button at the top. Below it are navigation items: 'Create', 'Content', 'Media', 'Taxonomy', 'Menus', and 'Trash'. A horizontal separator follows, then 'Structure', 'Appearance', 'Extend', 'Configuration', 'People', 'Reports', and 'Site Settings'. At the bottom of the sidebar is a user profile for 'admin'. The main content area has a top bar with 'Website links' and a 'Published' status indicator, and an 'Edit' button. The content is organized into sections:

- ## For seniors
- ### Medical and financial assistance

Get help paying for Medicare

Maryland has a Medicare Savings Program that can cover many out-of-pocket expenses if you qualify.

[Find out more about the Medicare Savings Program](#)
- ### Long term care services and supports

Medicaid Long Term Care Services and Supports (LTSS) offers services with the goals of privacy, dignity, and respect. If eligible, people may receive long term care at home or in special facilities.

[Get help that's right for you](#)
- ### Help paying for assisted living

The Senior Assisted Living Subsidy (SALS) program helps seniors pay for a variety of services. These include meals, personal care, and 24-hour

Thank you for helping us get here!

And thank you for your feedback along the way.

We are excited to continue this journey together and look forward to achieving more milestones in the future.

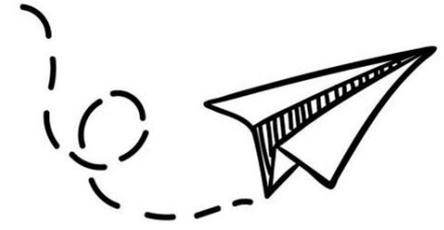
Thank you for your continued partnership in ensuring our agency content is accurate and consistent across the statewide platform.

We appreciate the opportunity to collaborate with you on such an important project.

Agency Site Migration (1 of 2)

Hilary Shutak - hilary.shutak@maryland.gov

Agency Site Migration (2 of 2)



Q1/2 Kickoffs (Jul-Dec '25)*

- *Maryland.gov*
- *Al.maryland.gov*
- *Commission on Civil Rights*
- *Department of Service and Civic Innovation*
 - *Governor's Office of Service and Volunteerism*
- *Department of Information Technology*
- *Department of Juvenile Services*
- *Department of Veterans and Military Families*
- *Digital.maryland.gov*
- Governor's Sites:
 - Office of the Governor
 - *Office of Performance Improvement*
- *Maryland Department of Housing and Community Development*
- *Maryland Department of State Police*
- *Maryland Department of Transportation Motor Vehicle Administration*
- *Maryland Historical Trust*
- *Maryland Mortgage Program*
- *Office of the State Fire Marshal*
- *Prescription Drug Affordability Board*
- *Property Tax Assessment Appeals Boards*
- *Public Employee Relations Board*

Q3/4 Kickoffs (Jan-Jun'26)*

- *Accountability & Implementation Board*
- *Alcohol, Tobacco, and Cannabis Commission*
- *Department of Aging*
- *Department of Assessments and Taxation*
- *Department of Planning*
- *Department of Social Equity and Economic Mobility:*
 - *Office of Social Equity*
 - *Governor's Office of Small, Minority, & Women Business Affairs*
- *Governor's Sites:*
 - *Innovation Team*
 - *Office for Children*
 - *Office of the Deaf & Hard of Hearing*
 - *Grants Office*
 - *Appointments Office*
 - *Office of Community Initiatives*
 - *Office of Crime Prevention and Policy*
 - *Maryland Open Data Portal*
 - *Office of Overdose Response*
- *Maryland Cannabis Administration*
- *Maryland Center for School Safety*
- *Maryland Energy Administration*
- *Office of the Attorney General*

Migration Roles: Our Partnership



Our success requires active participation from your agencies

MDDS will lead:

- Guiding alignment of site architecture with a user-centered model
- Rewriting critical pages, including: homepage, landing pages, content pages linked from Maryland.gov
- Building out new site architecture and structure, including migrating critical pages

Your agencies will own:

- Identifying pages and files you [must keep](#)
- Remediating files for accessibility
- Reviewing, updating, and rewriting remaining content, as needed
- Migrating remaining pages
- Maintaining site post-migration

Migration Prep: What you can do now

- Gather your team
 - Decision makers
 - Subject matter experts
 - Content managers
- Identify successes & pain points
 - What is (and isn't) working well?
 - What feedback are you hearing through your call center and other channels?
- Clean up your content
 - Make edits to existing content
 - **Remediate documents for accessibility**
- Identify content (pages, files, images) that you **must keep**:
 - Required by law, regulation, or policy
 - Current and timely
 - Accessible
 - Unique
 - Accurate
 - Relevant
 - Receives high traffic and engagement



Maryland Drupal Theme Design Preview

Andrew White - andrew.white1@maryland.gov

Recap: Balancing flexibility and standardization

Identical template for all agencies

- No visual freedom
- Prescriptive layouts
- Little to no content flexibility
- No opportunity to make the site “yours”
- Easily maintained
- Clear, consistent experience for visitors

Maryland Drupal Template

- Some visual freedom
- Highly flexible page builder experience
- Complete content flexibility
- Modern design and features
- Many opportunities to make the site “yours”
- Easily maintained
- Clear, consistent experience for visitors

Custom design per agency

- Complete visual freedom
- Unique layout from site to site
- Complete content flexibility
- All opportunities to make the site “yours”
- Very difficult and expensive to maintain
- Inconsistent and confusing experience for visitors across sites

More
standardized



More flexible

Page Types vs. Page Components

Page types

- Starting point for creating new content for your site
- Vary in purpose and flexibility
- Can be customized to meet the needs of your site using page components
- Include consistent elements like page title, navigation, and breadcrumbs

Page components

- Flexible widgets added to a page, each with unique design and capabilities
- Range from very basic (simple text, bullets) to more dynamic (feed of the most recent press releases)
- Can be added in any order
- Can be reused from page to page

Basic Page

Use a basic page to highlight informational content, often long-form text. Most pages on your site will be basic pages.

Flexibility:

- Add and reorder page components as you'd like
- Accommodates both short and long-form content
- Optional featured photo
- Optional “table of contents” for long pages



Your government

- State government
- Elections and voting
- State goals and initiatives
- State holidays
- Emergency closings
- Press releases

Public records

- State laws
- State budgets
- State facts and data
- State archives
- State budgets
- State facts and data
- State archives

Updated: August 23, 2025

Headline 2

Section 106 of the National Historic Preservation Act of 1966, as amended, along with its implementing regulations 36 CFR Part 800, is the primary federal law regarding review of federal projects for effects on historic preservation and is commonly referred to as “Section 106.” The Maryland Historical Trust Act of 1985 as amended, State Finance and Procurement Article §§ 5A-325 and 5A-326 of the Annotated Code of Maryland, is the comparable state law. To ensure consistency for projects with both federal and state involvement, MHT follows the process set forth in 36 CFR Part 800 for reviewing state assisted actions.

Headline 3

Section 106 of the National Historic Preservation Act of 1966, as amended, along with its implementing regulations 36 CFR Part 800, is the primary federal law regarding review of federal projects for effects on historic preservation and is commonly referred to as “Section 106.” The Maryland Historical Trust Act of 1985 as amended, State Finance and Procurement Article §§ 5A-325 and 5A-326 of the Annotated Code of Maryland, is the comparable state law. To ensure consistency for projects with both federal and state involvement, MHT follows the process set forth in 36 CFR Part 800 for reviewing state assisted actions.

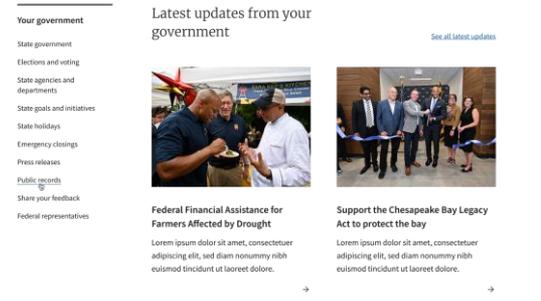
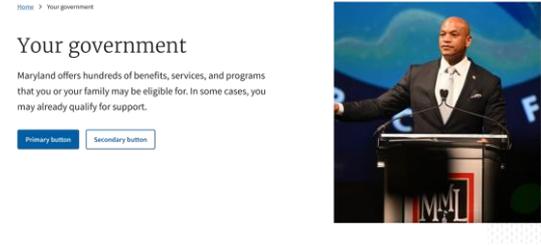


Landing Page

Use landing pages to introduce a section of your site, provide a brief overview, and direct visitors to other pages and resources. The main labels in your site's navigation will be landing pages.

Flexibility:

- Add and reorder page components as you'd like
- Optional priority buttons
- Optional featured photo

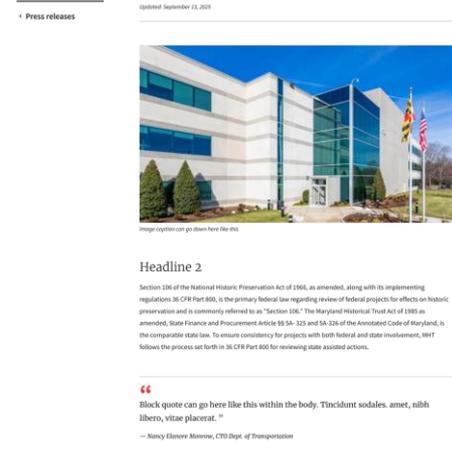


News Page

Use news to feature press releases or other timely updates.

Flexibility:

- Optional featured photo
- Accommodates both short and long-form content
- Optional “related” people, links or files

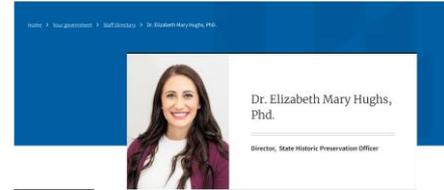


Contact & Location Page

Use contact and location to feature email, phone, address and other contact information of staff, teams or buildings.

Flexibility:

- Optional featured photo
- Accommodates both short and long-form content
- Optional “related” people, links or files



< Staff directory

Email
Elizabeth.hughes@maryland.gov

Phone
[410-697-9506](tel:410-697-9506)

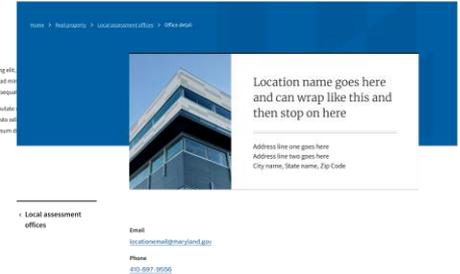
Connect with me

[i](#) [t](#) [+](#)

About me

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Event Page

Use an event to highlight meetings, conferences, or other scheduled activities.

Flexibility:

- Optional featured photo
- Accommodates both short and long-form content
- Optional “related” people, links or files



< Events

About this event

Are you looking for a fun, rewarding outdoor activity, a source of fresh produce, and a great way to meet your neighbors? Our Community Garden is waiting for you!

Join our virtual information session to get a clear, step-by-step guide on becoming a member and cultivating your own green space, right here in our community.

- Cost: Free
- Date and time: October 25, 2025, 5:00 pm to 6:00 pm
- Location: Virtual via Zoom

What to expect

- **The Easy Application Process:** We'll walk you through how to sign up for a plot and answer all your paperwork questions.
- **What to Expect:** Learn about plot sizes, shared resources, access hours, and what the annual membership fee supports.
- **Our Community Vibes:** Hear directly from veteran gardeners about the social events, shared learning, and supportive network that make our garden so special.
- **Essential "Need-to-Knows":** Get a quick overview of our most important guidelines, including composting and maintenance expectations.



Listing Page

Use listing pages to dynamically showcase content using search, filters and pagination. Use for a newsroom, staff directory, event calendar or document archive.

Flexibility:

- Used to show news, points of contact, events, and documents
- Options to show / hide filters
- Can limit the list to content based on category tag(s)
- Limited flexibility for adding page components



Text Editor

The text editor displays a block of text or basic content. The text editor can be referred to as the WYSIWYG.

Flexibility:

- Basic text styles, including headings, bullets, and numbering
- Links
- Image and embedded video
- Tables and block quotes
- ...and more

Headline 2

Section 106 of the National Historic Preservation Act of 1966, as amended, along with its implementing regulations 36 CFR Part 800, is the primary federal law regarding review of federal projects for effects on historic preservation and is commonly referred to as "Section 106." The Maryland Historical Trust Act of 1985 as amended, State Finance and Procurement Article §§ 5A-325 and 5A-326 of the Annotated Code of Maryland, is the comparable state law. To ensure consistency for projects with both federal and state involvement, MHT follows the process set forth in 36 CFR Part 800 for reviewing state assisted actions.



Image caption can go down here like this

Section 106 of the National Historic Preservation Act of 1966, as amended, along with its implementing regulations 36 CFR Part 800, is the primary federal law regarding review of federal projects for effects on historic preservation and is commonly referred to as "Section 106." The Maryland Historical Trust Act of 1985 as amended, State Finance and Procurement Article §§ 5A-325

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— Nancy Elmore Monrow, CTO Dept. of Transportation

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Accordion

An accordion is a list of headers that hide or reveal additional content when selected.

Flexibility:

- Contents of each accordion can include text, links, tables, block quotes and more
- Optional heading and intro for easy scanning

Public record access information

The following records are available to the public.

Court records

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[See the full list of court records](#)

Property records

Public estate records and this example is one that shows what it looks like if this were to wrap to two lines like this

Public criminal records



Callout

A callout showcases a tagline, mission, or short statement.

Flexibility:

- Optional photo
- Optional body copy



Your government is committed to serving
Marylanders

The goal of Maryland's state government is to serve the public and represent
Marylander's interests.



Promo

A promo highlights key initiatives, priorities or other content with a link.

Flexibility:

- Options for image, illustration, no image, or video
- Light and dark color options



Rebuilding the Key Bridge

Work on the new Francis Scott Key Bridge to reconnect the I-695 Baltimore Beltway is in progress. We're committed to transparency and collaboration, and have many opportunities for community participation and engagement.

[Recent updates and developments](#)



Video title goes here and can wrap like this and then stop

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt

[Optional link here](#)

More
standardized



More flexible

Link Collection

A link collection provides a compact list of related items, curated *manually*. Each item links to a page.

Flexibility:

- Options with or without images
- Optional supporting copy
- Link to pages on your site or external sites

Latest updates



Federal Financial Assistance for Farmers Affected by Drought

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Support for Chesapeake Bay Legacy Act to Protect the Bay

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Environmental Resilience in the Face of Climate Change

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Business is thriving in Maryland

Maryland is the perfect place to start your business. Learn about doing business in the state and find grants, and loans for qualified businesses.

Learn more about our latest updates and more here

Start a business

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Find a commercial space or site

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Register a business



Apply for a farm loan



Apply for a business loan



File a business income tax return



Browse business incentives



Apply for a commercial drivers license (CDL)



More standardized



More flexible

Automatic List

An automatic list provides a compact list of related items, curated *automatically*. When new content is published, the automatic list automatically updates.

Flexibility:

- Used to show news, points of contact, events, and documents
- Can limit the list to content based on category tag(s)

Featured News

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[See all news content](#)



October 25, 2025

Governor Moore announces Microsoft to open Quantum Research Center at the University of Maryland Discovery District



October 25, 2025

News story title goes here and can wrap like this and then stop here



October 25, 2025

News story title goes here and can wrap like this and then stop here

Related documents

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[See all documents](#)

ANNUAL REPORT

Document title when it's long it can go like this Document title when it's long it can go like this - PDF 64.56KB

BUDGET

Document Title can go here - PDF 64.56KB

ANNUAL REPORT

Document Title can go here - PDF 64.56KB

More standardized



More flexible

What comes next?

This is only the beginning.

We're already planning to include:

- “How-to” pages for instructional content
- Statistics
- More visual flexibility, including variations on featured images and color palette
...and more

How can you get involved?

We're excited to **partner with your teams** for requests for enhancements.

What that might look like:

- New features added using what's learned during your site's migration
- Official process to request enhancements and new features based on your agency's unique needs
- Opportunities to participate in a change control board
- Frequent update comms and release notes

Managing Content in Drupal

Lullabot

Drupal User Roles

-  Content Editor
-  Content Publisher
-  Content Manager
-  Site Manager

Content Editor

Persona: Interns or entry-level staff who draft content but need review before publication

-  Create & edit reusable content
-  Edit all page types *except* Landing Pages
-  Publish content
-  Create content
-  Edit Landing Pages
-  Delete Content
-  Edit main or footer navigation
-  Manage taxonomy terms

Content Publisher

Persona: Department liaison who is responsible for making updates to existing content

- Create, edit and publish reusable content
- Edit and publish all page types
- Create new content
- Delete content
- Edit main or footer navigation
- Manage taxonomy terms

Content Manager

Persona: Agency's central web or communications team

-  Create, edit, publish and delete reusable content
-  Create, edit, publish and delete all page types
-  Edit main or footer navigation
-  Manage taxonomy terms

Site Manager

Persona: Agency's web manager or developer

- Create, edit, publish and delete reusable content
- Create, edit, publish and delete all page types
- Edit main and footer navigation
- Manage taxonomy terms
- Create redirects
- Create or edit other Drupal users

Getting Access to Your Drupal Site

- Access to Drupal will be managed through Single Sign-On (SSO)
- MDDS will set up users in the SSO system
- An initial agency Site Manager will be created in Drupal for each site
- That Site Manager will then create subsequent users and assign roles in Drupal

Drupal Training and Resources

- A comprehensive library of training materials
- No 'one-size-fits-all' training
- A role-based approach with learning objectives for each item
- Training materials will come in multiple formats

Platform Orientation

- Understanding the platform - how the Maryland Drupal platform is structured
- Learning Drupal lingo
- A content toolkit - an overview of the types of pages you can create
- Visitor experience - understand what your users can do on the new website

Working in Drupal: A More Focused Experience

If you are a...	Your job will feel...	Because...
Content editor	Focused	You'll have exactly the tools you need to create content, without the clutter of settings you don't use.
Content manager	Empowered	You'll have control over your agency's message.
Site manager	In control	You'll have the right permissions to manage your site's structure and users, all within a clear, governed framework.

Your Day-to-Day In Drupal

- **Consistency** - Whether you're updating an event, posting a news article, or managing your homepage, you'll be using a similar, intuitive set of tools every time.
- **Supported** - You will have the confidence and resources to manage your site successfully.

Spotlight: New DoIT Website

Bao-Tran Nguyen - bao-tran.nguyen@maryland.gov

Project Spotlight: DoIT

Background

The Department of Information Technology supports other Maryland state agencies in their work by providing important IT hardware, software, and digital services (websites, accessibility, AI, etc).

Problem

The website had grown and required trimming and polishing. It was hard for folks to find accurate information quickly.

Timeline

February 2024 - May 2025



Quick Tour of [DoIT](#)

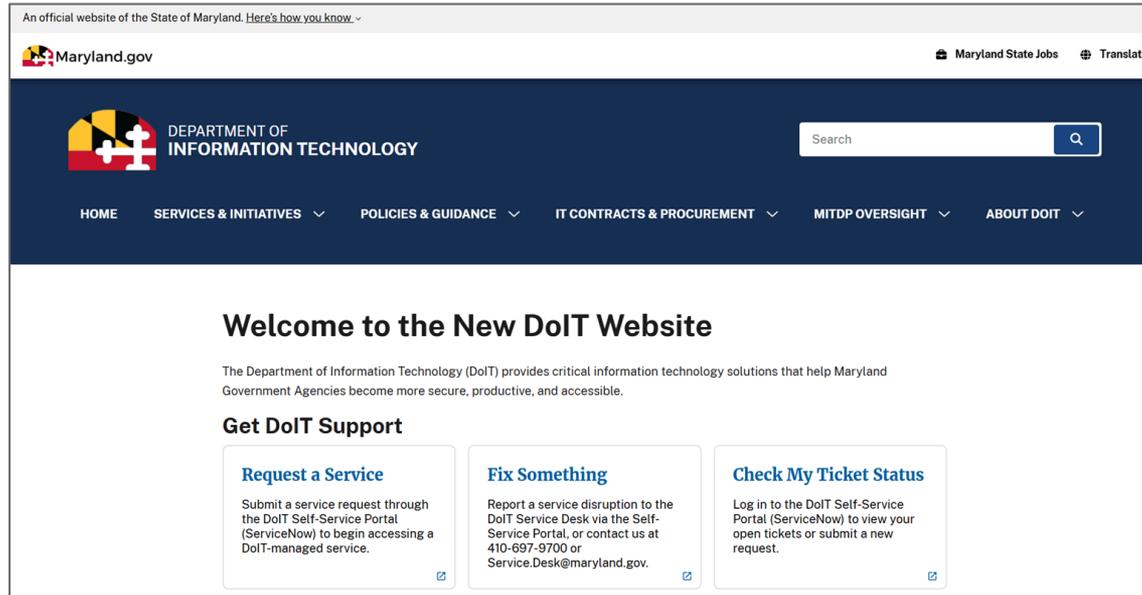


Image 1. The Redesigned DoIT Homepage

Step 1: Redesigning Information Architecture (IA)

For DoIT, what did it involve?

- Consulting many non-DoIT agency members (including some of you!)
- Card sorts and tree tests
- Tweaking and retesting the IA

Result:

- New site navigation led to a 40% jump in average task success rate

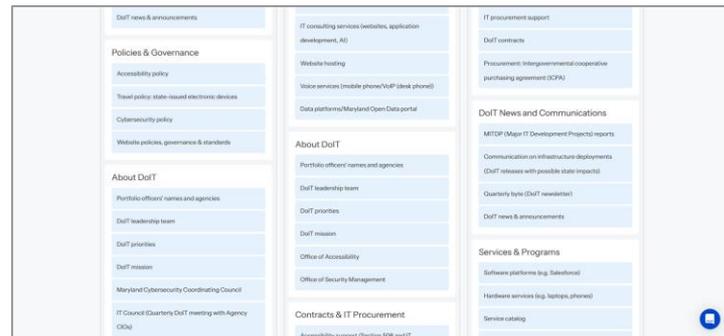


Image 2. A DoIT card sort test from Optimal Workshop

Step 2: Cutting Content

For DoIT, what did it involve?

- Numerous calls with stakeholders to figure out what we should and should not cut
- Spreadsheets and inventory

Result:

- Cut 84% of total number of pages



↓ 84%

Reduction in total page count

Step 3: Other Content Work

For DoIT, what did it involve?

- Writing, archiving, and refining
- Collaboration: rewrites with SMEs and content writers

Result:

- Reduced jargon
- Shorter sentences in plain language
- Broken up walls of text



Image 3. Original DoIT website before redesign

Step 4: Design & Dev

For DoIT, what did it involve?

- Start with sketches to gain alignment
- Then build wireframes and prototypes
- User tested with ~12 different folks
- Incorporated MDWDS components

Result:

- Increased consistency, accessibility, modern look-and-feel

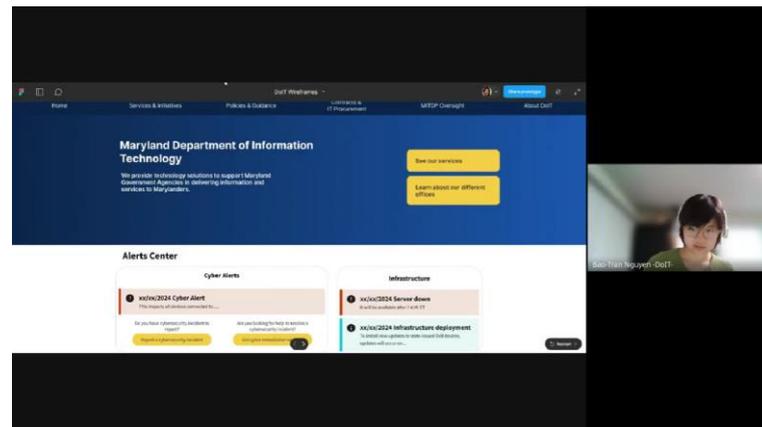


Image 4. User testing interview screenshot (pre MDWDS)

Step 5: Accessibility Check

For DoIT, what did it involve?

- Office of Accessibility
 - Manual testing
- PDF remediation (also by Andrew and his team, the Web Services team)

Result:

- Way fewer inaccessible PDFs
- Less jarring experience for those with screen readers



Step 6: Maintenance!

For DoIT, what did it involve?

- Creating a content creation / content editing guides, style guide
- Assign website sections to different content managers

Result:

- Documented process for making new content, editing content, fixing bugs
- Shareable resources to empower content creators
- (and to clarify...)



NEWS

Overgrown weeds, grass can stir city action

Amos Bridges ABRIDGES@NEWS-LEADER.COM

May 24, 2014 Updated May 27, 2014, 10:46 a.m. CT



Just as an overgrown lawn can get you into trouble, so can an overgrown website!

Lessons Learned (1 of 2)

Through this project, we learned a lot about do's and don'ts. To share a few:



- Clarify roles and responsibilities
- Clarify scope and establish clear deadlines (hard and soft)
- Learn to manage content owners effectively
- Minimize rework through clear definitions of done
- Establish and align on processes (e.g., communication, QAQC-ing) at the start
- Know that, at least for us, investing in Jira or some other work tracking tool would've been worth it

Lessons Learned (2 of 2)

Through this project, we learned a lot about do's and don'ts. To share a few:



- Not do what I mentioned before
- Not utilize MDDS resources (e.g. MDWDS, plain language guidelines, trainings)
 - Which we didn't use right at the outset because they didn't exist yet! But they do now!

Q&A and Discussion

Future meeting schedule (subject to change, bold indicates in person)

Web Leads Meeting

December 9th, 12:30-2 pm (virtual)

MDDS/Web Leads Open Office Hours

November 6, 1:00pm (virtual)

Thank you
See you December 9th (Virtual)
[Feedback Survey](#)



Survey link <https://forms.gle/EMu87rZPy8ZaMZvC7>